



CONCORD REGIONAL AIRPORT TARMAC DELAY CONTINGENCY PLAN

Concord Regional Airport has prepared this Tarmac Delay Contingency Plan pursuant to §42301 of the FAA Modernization and Reform Act of 2012. Questions regarding this plan can be directed to Susan Green, Interim Aviation Director. Concord Regional Airport is filing this plan with the Department of Transportation because (1) it is a commercial service airport and (2) this airport may be used by an air carrier described in USC 42301 (a)(1) for diversions.

This plan describes how, following excessive tarmac delays and to the extent practicable, Concord Regional Airport will:

- Provide for the deplaning of passengers;
- Provide for the sharing of facilities and make gates available at the airport; and
- Provide a sterile area following excessive tarmac delays for passengers who have not yet cleared United States Customs & Border Protection (CBP).

Concord Regional Airport has facility constraints that limit our ability to accommodate diverted flights or maintain the airport's safe operation and strongly encourages aircraft operators to contact the airport at 704-920-5900 for prior coordination of diverted flights, except in the case of a declared in-flight emergency. Specific facility constraints include the following:

- Concord Regional Airport towered hours are 0700 – 2300L
- Lack of international passenger processing facilities.
- No jet bridge to deplane passengers.
- Limited secure area ramp gate area to deplane more than one aircraft at a time.
- Unable to accommodate large commercial sized aircraft over 150,000 GLW or aircraft needing greater than 7,400 foot runway for takeoff or landing.

During diversion events, Concord Regional Airport will issue NOTAM's regarding its ability to accommodate diverted flights to ensure the safe and efficient operation of the airport and its ability to serve the civil aviation needs of the public during irregular operations events. Concord Regional Airport will use its best efforts to assist the air carriers when facing an extended delay situation.

Airport Information

Name of Airport: Concord Regional Airport

Coordinates: 35°23'16"N 080°42'33"W

Airport Codes: (IATA: USA – ICAO: KJQF – FAA LID: JQF)

Name and title of person preparing the plan: Rob Walter, Aviation Safety Coordinator

Preparer contact number: 704-920-5914

Preparer contact e-mail: walterr@concordnc.gov

Date of submission of plan: April 20, 2017

Airport Category: Non Hub

Contact Information

In the event of diversion or other irregular operations events, aircraft operators should contact the Airport Operations Manager during normal business hours at 704-920-5900 or between hours of 6 PM and 6 AM local the Airport Senior Duty Agent (SASW) for assistance.

For flights involving international arrivals, the [CBP Charlotte Service Port](#) should be contacted at 980-235-1600 or 980-329-6120.

Plan to Provide for the Deplaning of Passengers Following Excessive Tarmac Delays

Concord Regional Airport owns, leases, or has agreements to operate a limited amount of equipment needed to safely deplane passengers from air carrier aircraft and is, therefore, unable, on its own, to ensure the ability to always provide for the deplaning of passengers in all situations. While Airport personnel are trained to assist in the deplaning of passengers using equipment owned by the Concord Regional Airport, airport personnel may not be trained to assist in the deplaning of passengers using equipment owned and operated by air carriers, contract service providers, or airport tenants

We will make our best efforts to utilize equipment available to deplane passengers as soon as practicable after receiving requests from such airlines at the contact number listed above. For situations where equipment or proper personnel is not available, the Concord Regional Airport will communicate that fact to airline and then assist airline by providing phone numbers and local contact information for any known tenants, contractors, or others who may have the necessary equipment or personnel to assist with a deplaning of the aircraft.

Plan to Provide for the Sharing of Facilities and Make Gates Available in an Emergency

Concord Regional Airport has just two gates located at our Commercial Services Terminal designated for scheduled air carrier aircraft and limited to certain sized aircraft. Each Concord Regional Airport gate is a common use gate to air carriers and is controlled by the Aviation Department. We will make a gate available to an air carrier seeking to deplane at a gate to the maximum extent practicable. All gates are ground loading, no jet bridges are available.

Plan to Provide a Sterile Area for Passengers Who Have Not Cleared United States Customs and Border Protection

Concord Regional Airport does not have international passenger processing facilities. We will assist, with the airline representative, in coordinating with local CBP and law enforcement officials to identify suitable areas and procedures for establishing a temporary sterile area into which international passengers on diverted aircraft who have not yet cleared United States Customs can be deplaned. Once these efforts are complete, we will coordinate with local CBP officials to develop procedures that will allow international passengers who have not yet cleared United States Customs to be deplaned into these sterile areas to the extent practicable.

Public Access to the Emergency Contingency Plan

Concord Regional Airport will provide public access to its emergency contingency plan through posting this plan in a conspicuous location on the airport website (www.concordairportnc.com).

Plan Development and Maintenance

This Concord Regional Airport Emergency Contingency Plan, dated April 20, 2017 will be updated as necessary and any changes submitted to the U.S. Secretary of Transportation for review and approval.